

Amendments to the Abstract:

The abstract of the disclosure has been amended in the following manner:

A computer system and method for generating web pages for displaying formatted customer satisfaction display information and/or presentations on a user computer which may be located remotely and connected to the system by a computer network. The formatted customer satisfaction survey information enables a product or service provider to evaluate the quality of goods and/or services received based on database data obtained by performing surveys of customers, employees, and/or staff. This information can then be compared to normative information, national standards, or other available data. The system utilizes HTML templates, applets, and web servers to generate the web pages ~~in an efficient and flexible manner~~. The HTML template process also allows for ~~efficient~~ generation of the HTML templates by programmers. The system and method can be utilized in a quality improvement program.

Attachment: Replacement Sheet (clean-copy of abstract)